

## NETWORK ANALYST III

### **GENERAL DEFINITION OF WORK:**

*FLSA Status: Exempt*

Under general supervision, maintains servers and network environment by responding to service calls and supporting telecom equipment, LAN servers and networked PC's; performs network administration, such as daily maintenance of servers, backup/recovery of user data and server systems, and troubleshooting problems that arise regarding communication to the file server; or provides data communications and network support to customers through the installation and configuration of data communications hookups for network hardware; provides first-line problem diagnosis and troubleshooting for complex network of data communications; assists senior analysts in the most complex system and equipment installations; provides help desk problem solution assistance, and performs related work as required. Supervision may be exercised over subordinate personnel.

### **ESSENTIAL FUNCTIONS/TYPICAL TASKS:**

**Performs responsible, technical and advanced network administrative work in the implementation and support of the County's network infrastructure. Work is performed under general supervision of the Network Engineer or designee.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Studies and reviews infrastructure related problems and needs.
- Participates in the evaluation of infrastructure solutions to address network-related problems.
- Diagnoses and troubleshoots infrastructure related problems involving hardware interactions, commercial and pre-designed special software applications, and network interactions operated by the County.
- Writes, tests, documents and maintains simple standard utility programming code and purchased software macros and scripts as required for County network operations.
- Performs cable routing, equipment installation and configuration, labeling, and documentation.
- Responds to requests from users to provide guidance and assistance.
- Develops, and implements documentation and procedures for determining and/or preventing problems.
- Assists the help desk in problem determination and solution.
- Sets up, installs, and tests hardware and peripherals at user sites.
- Installs operating systems and standard programs on servers, routers and switches.
- Maintains system records and documentation.
- Participates in managing network/telecommunication system upgrades, expansions, and equipment exchange.
- Coordinates activities with planners, engineers, vendors, and agency management.
- Reviews time frames and cost estimates of requirements and alternatives.
- Maintains network security.
- Assures proper operation and maintenance of hardware and software.
- Assesses agency business needs and recommends solutions.
- Reviews new technology and upgrades and makes recommendations on network/telecommunication system modifications.
- Maintains an inventory list of agency hardware and software.
- Provides assistance to other staff as needed.
- Performs related tasks as required.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of the principles, practices, and techniques of information management technologies; thorough knowledge of network software related to the support of the County's network infrastructure; thorough knowledge of practices and techniques of microcomputers and network operation systems; ability to identify and analyze and resolve routine information systems problems; ability to apply basic programming techniques; ability to effectively organize, schedule and plan work assignments; ability to plan, schedule, and coordinate special project assignments; ability to translate technical terminology into terms understood by management and employees; ability to establish and maintain effective working relationships with County employees, vendors and the general public; ability to communicate effectively both orally and in writing.

### **EDUCATION AND EXPERIENCE:**

Requires combination of education, training, and experience equivalent to an Associates degree in computer science or related field; **and** 8 years network experience in a complex information systems environment or related field; **or** possession of a Bachelor's degree in computer science, or related field, **and** 4 years network experience in a complex Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

information systems environment.

**PHYSICAL REQUIREMENTS:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

**SPECIAL REQUIREMENTS:** None.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.